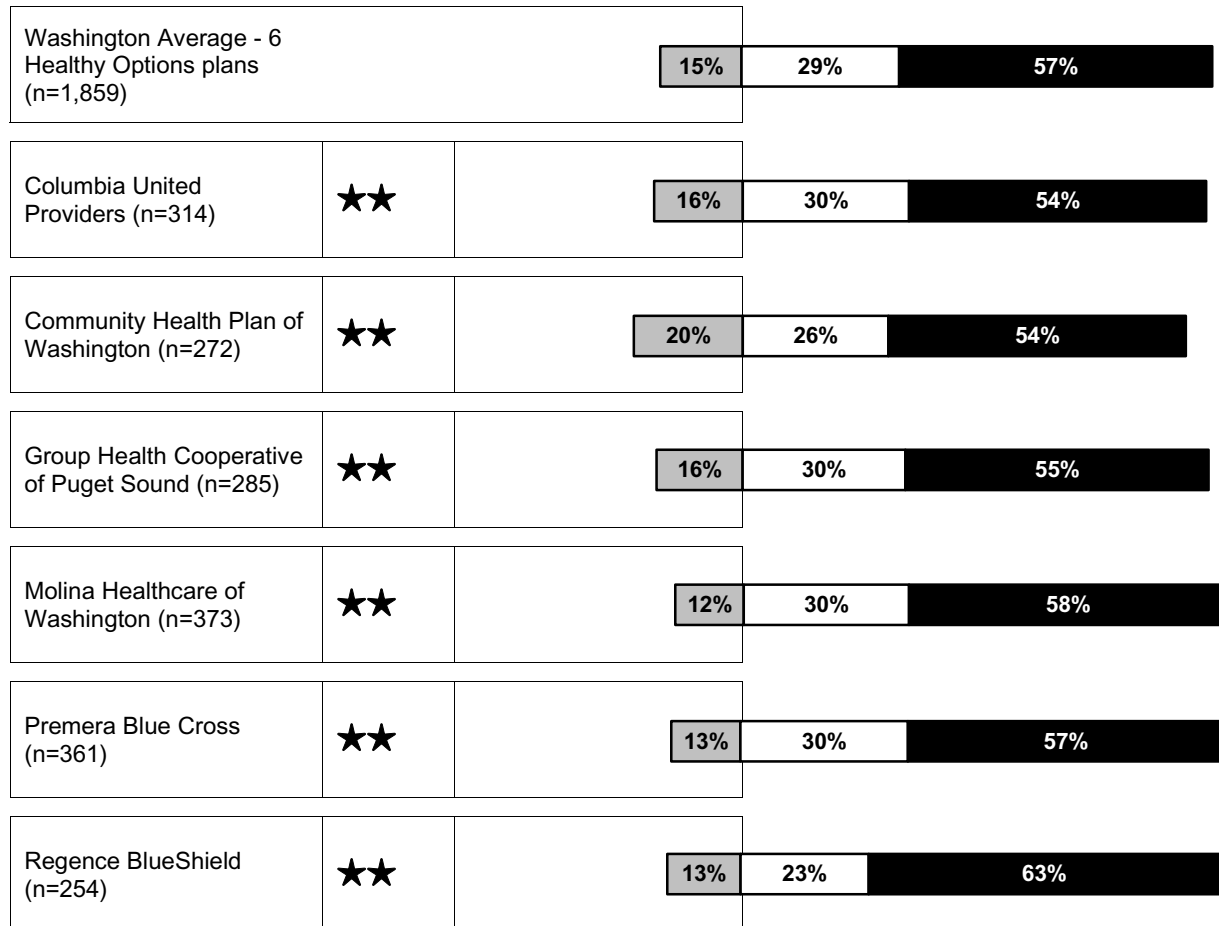


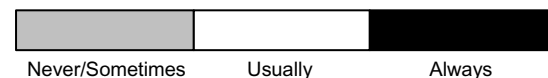
# Healthy Options Children with Chronic Conditions CAHPS® CCC Measurement Set Composite

## Family Centered Care: Getting Needed Information

This chart summarizes the responses to survey questions 43, 44, and 45 contained in the children with chronic conditions composite, "Family Centered Care: Getting Needed Information." Individual question-level responses immediately follow.



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

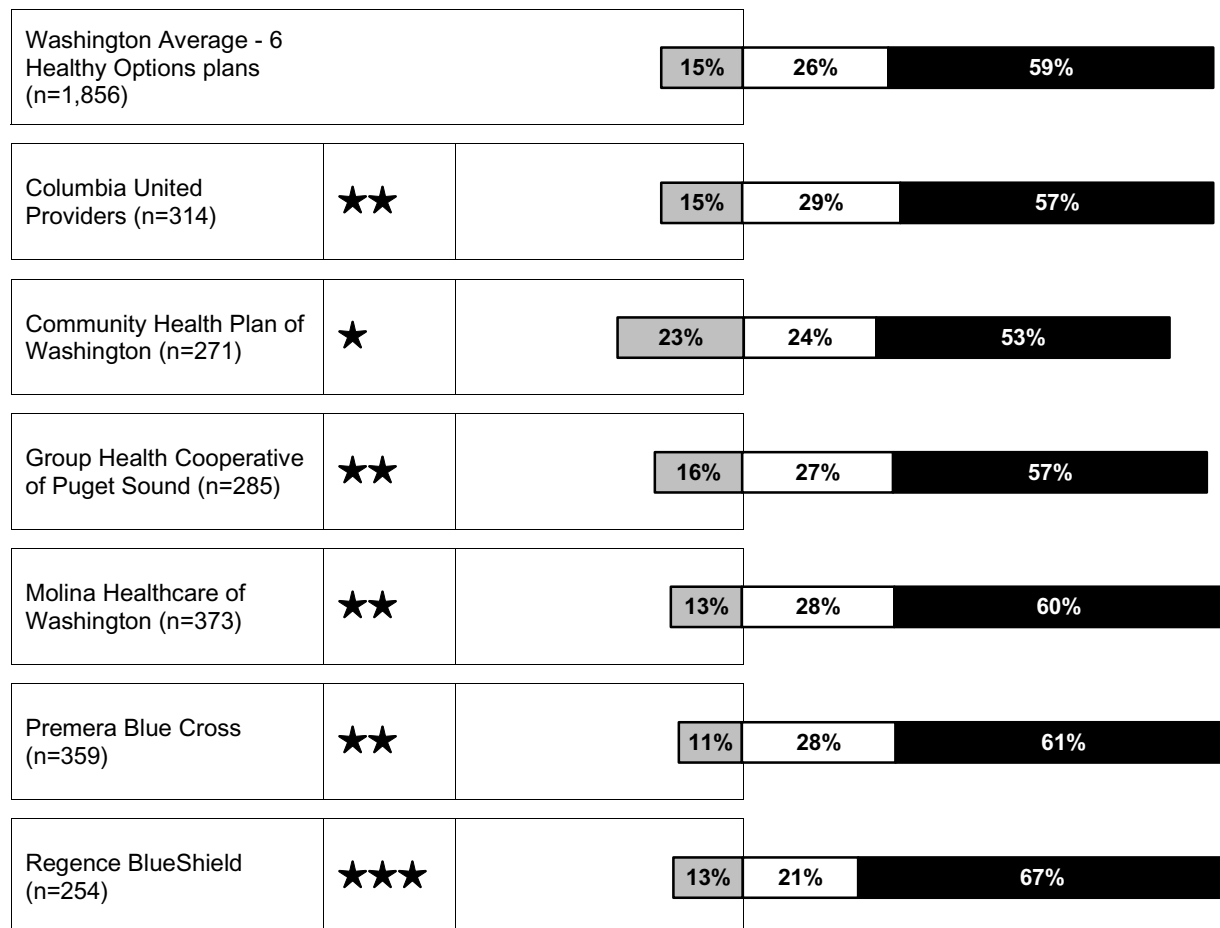
# Healthy Options Children with Chronic Conditions

## CAHPS® CCC Measurement Set

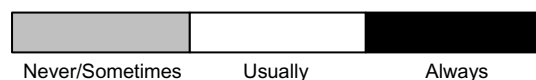
### Question 43

## Family Centered Care: Getting Needed Information

Q43. "In the last 6 months, how often did your child's doctors or other health providers make it easy for you to discuss your questions or concerns?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

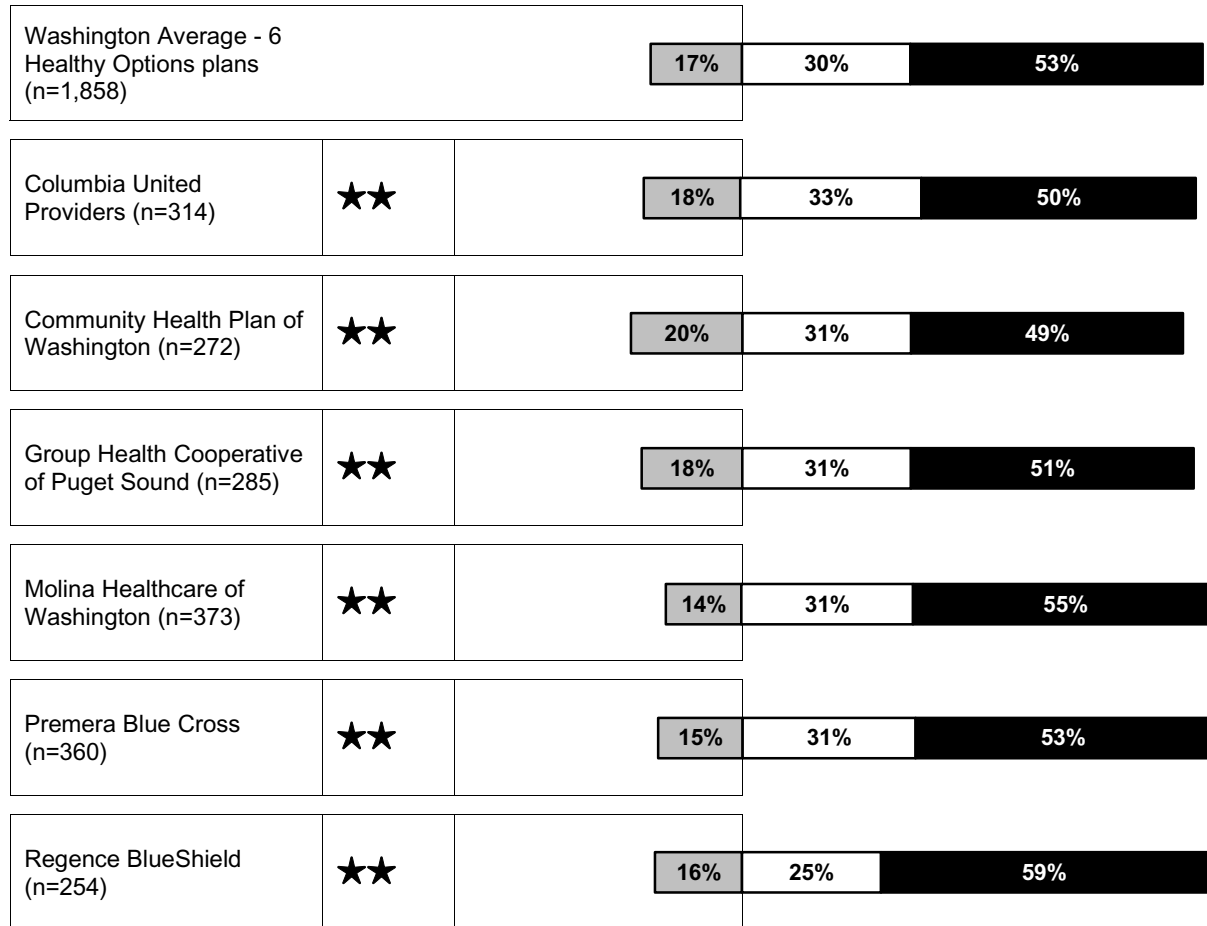
# Healthy Options Children with Chronic Conditions

## CAHPS® CCC Measurement Set

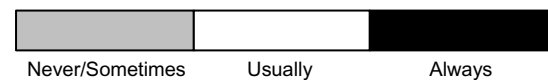
### Question 44

## Family Centered Care: Getting Needed Information

Q44. "In the last 6 months, how often did you get the specific information you needed from your child's doctors or other health providers?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

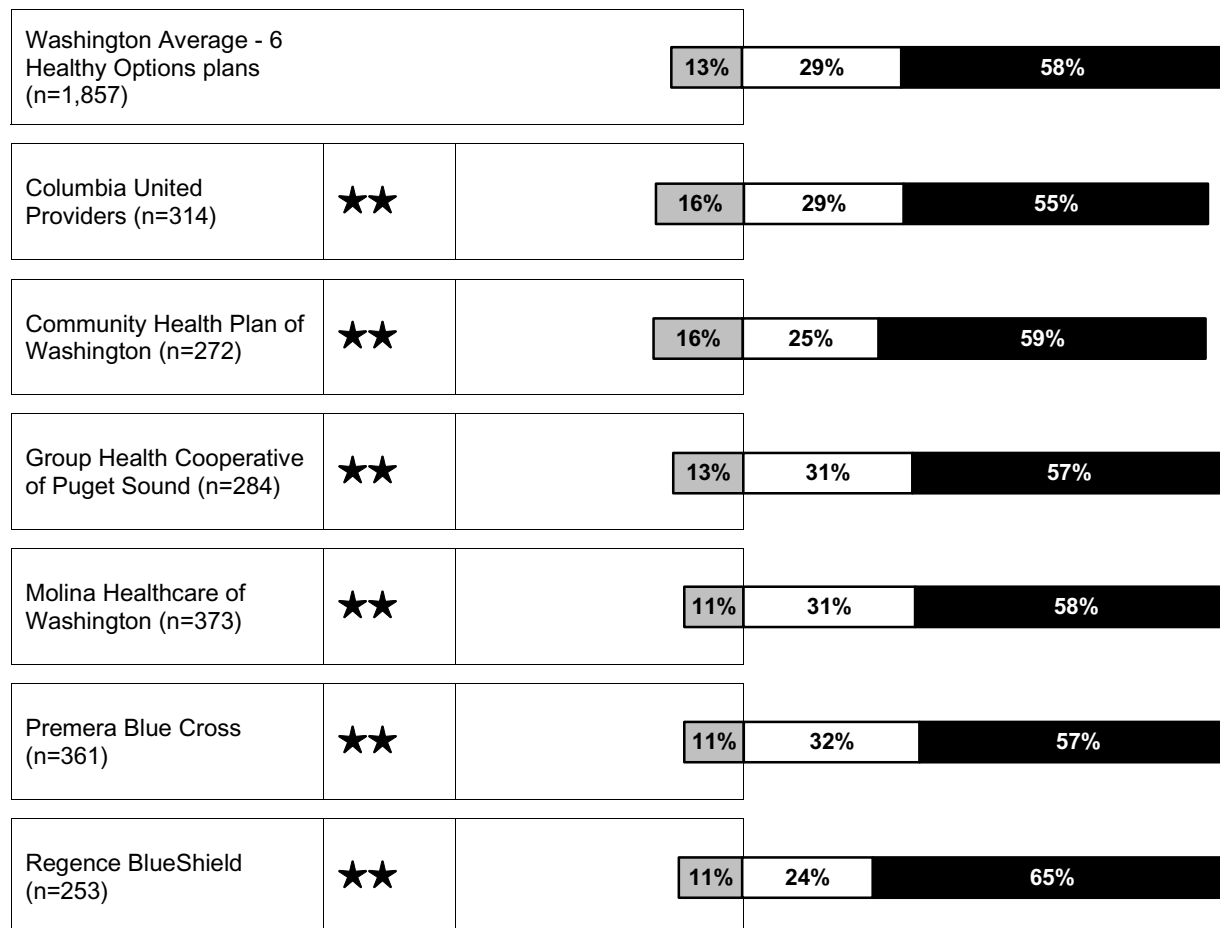
# Healthy Options Children with Chronic Conditions

## CAHPS® CCC Measurement Set

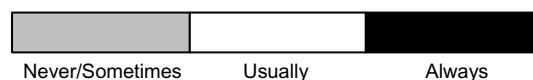
### Question 45

## Family Centered Care: Getting Needed Information

Q45. "In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.